



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Frontier Communications - Prairie, Inc.
for quarter ending September 30, 2010

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	2.00	1.60	1.67	1.76
B. Operator Answer Time - Information [730.510(a)(1)]	5.80	5.60	5.80	5.73
C. Repair Office Answer Time [730.510(b)(1)]	115.00 *	55.00	51.00	73.67 *
D. Business or Customer Service Answer Time [730.510(b)(1)]	108.00 *	59.00	50.00	72.33 *
E. Percent of Service Installations [730.540(a)]	100.00%	90.91%	100.00%	96.97%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	50.00% *	100.00%	83.33% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.10	1.20	0.70	1.00
H. Percent Repeat Trouble Reports [730.545(c)]	11.00%	10.00%	0.00%	8.00%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	9.09%	5.88%	4.99%
J. Missed Repair Appointments [730.545(h)]	2	2	1	2
K. Missed Installation Appointments [730.540(d)]	0	1	0	0

Comments

FC Prairie



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